Information Management Panel Meeting Minutes – Friday, September 24, 2004

Chair Bruce called the meeting to order at 8:30 a.m.

Present: Chair Genia Bruce, County Board Supervisors William Mitchell, Duane Paulson and Jim Behrend. **Absent:** Citizen Keith Pickens

Also Present: Information Systems Manager Michael Biagioli, Applications Development Administrator Wayne Naegele, Office Services Coordinator Windy Jicha.

Approval of Meeting Minutes from July 23, 2004
MOTION: Paulson moved, Mitchell second, to approve the minutes of the July 23, 2004 meeting.
Motion carried: 4-0.

Future Meeting Dates
▪ November 12
▪ December 10

Future Agenda Items
▪ Wisconsin Local Government Telecommunications Coalition - WTCO
▪ WAN Infrastructure
▪ SAN Disaster Recovery

Review of Communication Center and Communication Center Activation Project
Biagioli said yesterday at the Dispatch Operations Committee meeting, all members except Tuma voted against bringing the Sheriff's Department online October 4 due to a letter from ten of the 12 Sheriff's Department dispatchers. The letter highlighted seven reasons why the Sheriff's Department should not go live as scheduled at the Dispatch Center. Tuma addressed six of the reason at the meeting as faulty/misinformation or standard operating procedures. Tuma is working on a detailed response to the dispatchers' letter. Deputy Inspector Marks was pleased with the progress made at the Center and was onboard with the Sheriff's Department going live October 4. Spillman recently cleared up 8,400 of 9,200 undefined addresses in the system. There are a small percentage of addresses not in the system but Spillman said this is normal with this type of system and it will never be 100%.

Biagioli said the Spillman staff are scheduled to train the Sheriff's Department dispatchers on October 4. This training will be delayed until mid-October, which is closer to the anticipated date we will bring the Sheriff's Department onboard. Rescheduling the Spillman trainers may be difficult because their schedules are booked three months out.

Biagioli said delaying the Sheriff's Department go live date will then defer the City of Brookfield coming on board until the first quarter of 2005. The county has an agreement with the City of Brookfield that if they weren't onboard by November 8, 2004, they wouldn't come onboard until the second week of January 2005. The City requested these dates in particular because of the busy holiday retail season faced by the City of Brookfield. The City of Brookfield would then be tentatively scheduled go through Spillman training the second week of January and then go live the first or second week of February. City of Brookfield dispatchers become Waukesha County employees on November 8th, 2004 whether or not the city is live at the Dispatch Center.

Biagioli said Spillman trainers had previously been scheduled to be in Waukesha County the last week of October to train the Brookfield dispatchers. We may be able to use that training time to for the Sheriff's Department dispatchers.

Biagioli said one of the Sheriff's Department dispatchers' complaints in the letter was that the new system isn't as fast as the current Sheriff's Department system. This is true. It isn't as fast but Tuma said it is up to the national industry standards and the defined standards set for the center months ago.

Paulson asked how much difference is there in dispatching time? Biagioli said he doesn't know the exact difference. Currently at the Center, a fire response takes 45 seconds while police responses take 23 seconds.

Biagioli said another issue he also needs to deal with is how to keep the Dispatch Center's project manager for a longer period of time. The project manager's contract is up December 2. Biagioli needs to convince him to stay longer and find money in his budget to keep him on the project longer. Mitchell asked how critical is it to have the project manager on board? Biagioli said losing the project manager would be a blow to the Dispatch Center's credibility. It is critical the he stays through the City of Brookfield conversion. If we lose him, Biagioli would have to step in full-time and take over because he doesn't have anyone else who can do the job.

Update on the Issues Related to Avatar PM for Health and Human Services
Biagioli shared a letter with the committee from Norm Cummings to Creative Socio-Medics (CSM) dated September 10, 2004. Biagioli said it has been almost one year since we started working to get HIPAA required EDI payments in place. Medicaid and Medicare will not reimburse claims that are older than one-year after the posting date. We are current with claims up to October 10, 2003. We cannot expect to be reimbursed for claims submitted after that date unless we ask for a waiver. About 90% of claims are being sent electronically and manually. Once we manually send the claims, we don't know if they will be accepted. We have the same issue with the ability to pay module. Private pay claims also have a window of opportunity for reimbursement and when that is past, we will not get reimbursed for claims. People are not paying their bills because they have not received an invoice. We are sending out estimates for payment but no real invoices. The opportunity to collect on these bills goes down as time goes by.

Naegle said we have weekly conference calls with CSM identifying issues that need to be corrected.

Biagioli said we are CSM's only customer in Wisconsin. The ability to pay module is unique to Wisconsin. This is going to start costing us money. We haven't paid any money to CSM for their services. They keep asking us when are we going to pay and our response is that we will pay when the system works.

Behrend asked, are other Wisconsin counties having the same problem? Biagioli said you could choose to go through a clearing-house in Wisconsin. Some counties chose the clearinghouse until another solution was found. At the time the decision was made, going with CSM was the right choice. Wisconsin didn't grant a moratorium to submit Medicaid payments late.

Paulson asked, are there other vendors up to speed? Biagioli said there are other vendors that have brought counties into better positions than we are in. He hasn't heard of any county that is 100%. A few counties have stopped electronic processing and switched to the clearing-house until their vendor gets the problems worked out but this will cost them a lot of money.

Update on Production Implementation Plan for the DA Protect System
Biagioli said an agreement with the state and Bucher was signed with a go-live date of November 8, 2004 for production implementation of the DA Protect System. Biagioli said he's agreed to allow the DAs office access to the current system for 90 days past the Protect implementation. Because the 90 days will expire in 2005, he will have to extend the old system's license one year and support the old operating system at a significant expense. He anticipates the cost to renew the old license to be $35K, which wasn't budgeted for because the go-live date should have occurred much earlier in the year and renewal wasn't supposed to be needed. The old system will be set up as "view only." The computer coordinator position in the DAs office will expire on December 8, 2004, which is 30 days after the go-live date.

Introduction of Enterprise Server BUS Concepts and Impact on Waukesha County
Biagioli distributed an article from Government Technology magazine describing the State of Wisconsin's use of an "enterprise service bus." He will be signing a memorandum of understanding to be an agent of the state between the state and county. He can use this architecture in the county for our systems. This system would allow him to not have to write interfaces between systems. He can then deliver or get data to/from municipalities without writing interfaces. If this works and it's secure, it has the potential of saving the county lots of money. He's looking at this for the centralization of GIS across the state. We can deploy it here for $300 and save $25K annually. There is a capital plan in place for this in 2005. He's been championing this at the state level for 18 months because it will have a significant impact.

Current Project Updates
Tax System Replacement – Naegle said phase one is completed. Whitman Hart has delivered a booklet with all addressed items. Sander wants Whitman Hart to research best practices identified by other consulting companies nationally. There are no significant changes in the processes but there are large changes in technology. Whitman Hart found many of our practices already streamlined. We will continue to work with Whitman Hart on phase two of the project. Easy Access has supplied us with screen layouts. We reviewed the screens, field values, error messages and drop down values and sent back changes. Once this is signed off, it will go back to programmers to update the software. After programming is finished, it will be tested by Waukesha County. We are gathering sample reports and sending them to Easy Access so they can begin working on our required reports. The system will be up by July 2005.

Data Warehouse – Naegle said this project is on track. There's a consultant in-house working on it and it is on-track for delivery by mid-November. Another consultant is working on the reports. The IJIS data warehouse is in production.

Mobile Data Computing – Biagioli said the Macro Corporation has been contracted to develop the RFP for mobile data computing and it will go out after the first of the year. They sent a questionnaire to all agencies to discover their needs. He anticipates starting to gather the data next week.

WiSACWIS Integration – Naegle said the current link is being worked on and will send information from People Link to WiSACWIS. The case management piece will allow us to get data back from the state, normalize the database, archive information, etc. We will work on the report writer so HHS can start generating reports. The second phase, which hasn't been started, will update People Link to get information back from WiSACWIS. Manual financials are scheduled for completion in December. This is a big project with a big crew working on it.

Environmental Health Database Correction - Naelge said parallel testing has occurred on the database by two people in the field. It is going well and no issues have been found. They can down and up load

information and upload reports from the PCs. Documents can be better edited for licensing inspections. We hope to put this into production this weekend and share the system with the other four group members on Monday. There are now audit trails for the system. We were unable to recreate any of the past system errors.

Motion to Adjourn
MOTION: Behrend moved, Mitchell second, to adjourn the meeting at 9:40 a.m. **Motion carried:** 4-0.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel